INFORMATION TECHNOLOGY IN DIFFERENT COUNTRIES

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Abstract: At the same time, a number of systemic problems and shortcomings in the management and implementation of information technologies and communications impede the accelerated development of this sphere, the provision of high-quality information services, in particular

Having decidedly decided that the introduction and development of ICT in many areas of life is the necessary element that simplifies and accelerates many processes related to society, government and business, both among themselves and within, it is important to highlight the main guidelines, based on which, you can track the direction of ICT development. Among them can be divided into:

Improving the legal framework. It should be noted that most of the regulations are directly or indirectly interconnected, creating a picture of mutual complementarity and structuring. At the same time, it is important to specify the legislative framework that is the flagship of the regulation of individual areas of ICT development.

Thus, the Law of the Republic of Uzbekistan "On e-government", adopted on December 9, 2015, number ZRU-395, defines the main tasks facing the state in matters of interaction with business and society. In fact, the law provides mechanisms for the introduction of innovative technologies through:

- creation of communication channels between business and public authorities - electronic document flow in the processes of providing statistical reports, customs clearance, issuing licenses, permits, certificates, as well as obtaining information from government bodies;
- expanding business opportunities in the use of e-commerce systems, the procurement through electronic platforms, the introduction of automated accounting systems, control and payment of utilities, the development of non-cash electronic payment systems, etc .;
- creating channels of communication with the public - introduction of the "One Window" principle, virtual reception and other platforms for social communications;
- formation of databases of state bodies within the framework of their functions, for example, the Unified portal of interactive state services and the Unified register of electronic state services.

Another important part of this document is to ensure the effectiveness, efficiency and transparency of the activities of the state bodies themselves, as well as strengthening their responsibility and executive discipline. In addition, as part of the implementation of the e-government development program, databases of legal entities and individuals, vehicles, a register of directories and classifiers and an interdepartmental integration platform (75 systems and resources) have been created.

In addition to this law, the Resolution of the President of the Republic of Uzbekistan "On measures to further improve the project management system in the field of information and communication technologies" No. PP-3245 of August 29, 2017 is supposed to create a Single Integrator for the creation and support of state information systems, whose tasks will be enter:

- ensuring the development, implementation and integration of information systems, resources and software products in the "Electronic Government" system and information technologies in sectors of the economy;
- implementation of comprehensive measures to improve the quality of e-government services to the population and business entities;
- promoting the development of the domestic market of information and communication technologies and software products;
- introduction of information systems and networks of inter-agency electronic interaction and information exchange between government agencies and other organizations. [1]

Decree of the President of the Republic of Uzbekistan. The country conducts consistent work on the development of modern information technologies and communications, creating an integrated system for the provision of electronic public services, and introducing new mechanisms for dialogue between government agencies and the public.

At the same time, a number of systemic problems and shortcomings in the management and implementation of information technologies and communications impede the accelerated development of this sphere, the provision of high-quality information services, in particular:

first, the telecommunications infrastructure is underdeveloped, remote settlements of the country remain unsecured by telecommunications networks, the quality of mobile communications and the Internet does not meet the needs of the population; **second,** due to the ineffective implementation of a single technological approach in the implementation of information technologies and communications in the public administration system, departmental information systems and resources are introduced fragmentarily, which complicates the process of their integration into a single information space; **third,** due attention is not paid to the introduction of integrated trading and marketing platforms, online stores, payment systems, and logistics systems in e-commerce, which is becoming one of the reasons for restraining the development of the economy and entrepreneurship, attracting foreign investment; **the fourth,** weak organization of work to ensure information security and protection of information in state information systems and resources increases the possibility of unauthorized access to information, violation of the integrity and confidentiality of databases; **fifth**, the heads of the majority of state bodies and organizations do not pay sufficient attention to the implementation of informatization projects and the introduction of modern information technologies and communications aimed at improving the quality and efficiency of the services provided to the population, eradicating bureaucratic procedures, reducing paperwork; **sixth,** effective measures are not being taken to modernize postal services and the logistics system, introduce qualitatively new working methods of the national postal operator and increase the prestige of its activities in the market;

Seventh, the current system of training, retraining and advanced training in the field of information technology and communications does not take into account the rapid pace of development of IT-technologies, and also does not allow for organizing an effective dialogue with leading educational institutions of foreign countries to introduce advanced teaching methods;

Eighth, there is no systematic work on the in-depth study and implementation of the experience of countries that have advanced significantly in the development of e-government, e-commerce, the system of e-government services, their transparency and openness, as well as telecommunications infrastructure. [2]

The interaction of business and the public with the authorities. One of the breakthrough steps in the development of the dialogue between the state and the population was the launch of the well-known virtual reception room of the President of the Republic of Uzbekistan. Today it does not make sense to describe the effectiveness, quality of work and the benefits that this project brought to the integration of high technologies in the sphere of social communications. Here the other thing is more important - the functionality of the created system - the reception, accumulation, classification and systematization of incoming calls, as well as monitoring and control over their full, timely and high-quality consideration. In the case of a virtual reception room, the Unified Call Processing Center also operates, which receives oral requests around the clock.

Thus, a two-channel platform for receiving and processing requests was created, through which over 1.2 million calls have passed, of which 557 thousand were received through the Unified Call Center.

Reference

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